



Do You Have
The Right
Number?

***A Directory of
CalPERS Services***



***California
Public
Employees'
Retirement
System***

Welcome

Welcome to the California Public Employees' Retirement System (CalPERS). CalPERS provides retirement and health benefits to more than 1.1 million California public employees and retirees, and their families and beneficiaries.

During your working career, and after you retire, you may find that you need to contact our offices for assistance or information. We want to make your dealings with CalPERS as easy and convenient as possible. The information in this brochure will help you determine which office to contact and how best to reach that office.

Most of our telephone numbers are **toll-free**, and all have voice mail so you can leave messages after business hours. Hours of operation are indicated. If your question can't be immediately answered, you will be told this, and a staff member will get back to you by telephone or in writing as soon as the information you need is available.

Our headquarters is in Sacramento, and we also have eight Regional Offices throughout the



Lupine
Lupinus

The Lupine and the California Poppy are common companions on the slopes and in the meadows of California. This sweet-smelling wildflower comes in a variety of colors and flourishes in poor, sandy soils. Lupine has been used to reclaim unstable sections of San Francisco's hillsides.

State. You are welcome to contact your nearest Regional Office or our headquarters at the addresses and telephone numbers listed in this brochure. Information on CalPERS programs and services is also available on-line at **www.calpers.ca.gov**.

To help you determine the correct office to contact, see the categories below:

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CalPERS Board
of Administration

P.O. Box 942701

Sacramento, CA 94229-2701

(916) 326-3828

William Dale Crist, President
State Member Representative

Robert F. Carlson, Vice President
Retired Member Representative

Philip Angelides
State Treasurer
Ex Officio Member

Willie Brown, Jr.
Elected Official of Local Government*

Kathleen Connell
State Controller
Ex Officio Member

Rob Feckner
School Member Representative

Michael Flaherman
Public Agency Member Representative

Sean Harrigan
State Personnel Board Representative

Marty Morgenstern
Director, Department of Personnel
Administration
Ex Officio Member

Mike Quevedo Jr.
Public Representative*

William Rosenberg
Member-At-Large Representative

Joseph A. Thomas
Official of Life Insurer*

Charles P. Valdes
Member-At-Large Representative

** Appointed position.*

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CalPERS
Sacramento Headquarters

Lincoln Plaza, 400 P Street

Sacramento, CA 95814

(916) 326-3000

Text Telephone (TTY): (916) 326-3240

California Relay Service: (800) 735-2929

Executive Office

P.O. Box 942701

Sacramento, CA 94229-2701

(916) 326-3829

James E. Burton

Chief Executive Officer

James H. Gomez

Deputy Executive Officer

Robert Aguallo

Assistant Executive Officer

Investment Office

Vincent P. Brown

Assistant Executive Officer

Financial & Administrative Services

Allen D. Feezor

Assistant Executive Officer

Health Benefit Services

Kayla J. Gillan

General Counsel, Legal Office

Barbara D. Hegdal

Assistant Executive Officer

Member & Benefit Services

Patricia K. Macht

Chief, Office of Public Affairs

Ronald L. Seeling

Chief Actuary

Actuarial & Employer Services

Daniel M. Szente

Chief Investment Officer, Investment Office

Robert D. Walton

Assistant Executive Officer

Governmental Affairs, Planning & Research

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Retirement Issues for Active CalPERS Members

CalPERS Member Services Division

P.O. Box 942704

Sacramento, CA 94229-2704

(800) 352-2238 (7:00 a.m. to 5:30 p.m.)

Text Telephone (TTY): (916) 326-3240

California Relay Service: (800) 735-2929

FAX: (916) 558-4019

Call/write for:

- Annual member statements
- Community property - (916) 326-3551
- Reciprocity information
- Retirement benefit estimates
- Second Tier to First Tier conversions
- Service credit information

Retirement Issues for Retirees & Beneficiaries

CalPERS Benefit Services Division

P.O. Box 942716

Sacramento, CA 94229-2716

(800) 352-2238 (7:00 a.m. to 5:30 p.m.)

Text Telephone (TTY): (916) 326-3240

California Relay Service: (800) 735-2929

FAX: (916) 326-3933

Call/write for:

- Address changes
- Beneficiary changes and information
- Cost-of-living adjustments
- Death notifications



- Direct deposit
- Refund information and requests
- Reinstatement
- Retirement checks (questions, lost checks)
- Service and disability retirement processing
- Survivor information
- Tax withholding changes
- Working after retirement

Judges' I, Judges' II,
Legislators' Retirement and
Volunteer Firefighters' Length
of Service Award Issues

P.O. Box 942705

Sacramento, CA 94229-2705

(916) 326-3688 (8:00 a.m. to 5:00 p.m.)

Text Telephone (TTY): (916) 326-3240

California Relay Service: (800) 735-2929

FAX: (916) 658-1500

Call/write for:

- Retirement benefit estimates
- Award information and processing
- Retirement eligibility and payment
- Death notifications (pre-retirement)
- Community property
- Disability retirement
- Refund information and processing

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Health Benefits Issues

CalPERS Health Benefit Services Division

P.O. Box 942714

Sacramento, CA 94229-2714

Active Members: Contact your employer.

Retired Members: (800) 237-3345

(8:00 a.m. to 5:00 p.m.)

Text Telephone (TTY): (916) 326-3240

California Relay Service: (800) 735-2929

FAX: (916) 658-1313

PERSCare/PERS Choice Members:

(877) 737-7776 (toll-free)

Text Telephone (TTY): (818) 703-3547

Call/write for:

- Health plan information
- Benefit information and claims assistance
- Eligibility guidelines
- Enrollment forms and assistance

California Poppy
Eschscholtzia californica

On sunny days in spring our State flower, the California Poppy, often turns entire hillsides and meadows into a breathtaking sea of brilliant orange. On cloudy days and at night the poppy softly closes its petals until the warm rays of sunshine return. April 6th is California Poppy Day.

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Long-Term Care Issues

CalPERS Office of Long-Term Care

P.O. Box 942719

Sacramento, CA 94229-2719

Application materials: (800) 338-2244

(7:00 a.m. to 7:00 p.m.)

Customer service: (800) 982-1775

(8:00 a.m. to 5:00 p.m.)

California Relay Service: (800) 735-2929

(within California)

National Relay Service: (800) 654-5984

(from other states)

FAX: (916) 326-3905

Call/write for:

- Change of address
- Change in coverage
- Claims assistance
- Switching from payroll deduction to pension deduction

Member Home Loan Issues

Member Home Loan Program

P.O. Box 2749

Sacramento, CA 95812-2749

(800) 874-7377 (8:00 a.m. to 5:00 p.m.)

Text Telephone (TTY): (916) 326-3240

California Relay Service: (800) 735-2929

FAX: (916) 923-4501

Call/write for:

- First-time home loan details
- Refinancing loan amounts and costs

- Conventional loan terms
- Government or asset-secured loan information
- 100% loan financing

Supplemental Savings Programs

CalPERS Supplemental Savings Programs

P.O. Box 942713

Sacramento, CA 94229-2713

General information: (877) 564-2022

(8:00 a.m. to 5:00 p.m.)

Employer information: (800) 696-3907

(8:00 a.m. to 5:00 p.m.)

Text Telephone (TTY): (916) 326-3240

California Relay Service: (800) 735-2929

FAX: (916) 341-2761

Call/write for:

- CalPERS 457 Deferred Compensation Program information and enrollment forms (for public agency/school members only*)
- State Peace Officers/Firefighters Defined Contribution Plan description and enrollment forms
- Supplemental Contribution Program description and enrollment forms

* State employees are eligible for the **State Savings Plus Program** administered by the Department of Personnel Administration. For information, go to www.dpa.ca.gov or call (916) 322-5070.



Regional Offices

All CalPERS Regional Offices are open from 8:00 a.m. to 5:00 p.m. You can also reach the Regional Offices through the California Relay Service at (800) 735-2929.

Fresno Regional Office

10 River Park Place East, Suite 230
Fresno, CA 93720
(877) 720-7377
FAX: (559) 440-4901

Glendale Regional Office

Glendale Plaza
655 North Central Ave., Suite 1400
Glendale, CA 91203
(877) 720-7377
FAX: (818) 662-4304

Mountain View Regional Office

650 Castro Street, Suite 240
Mountain View, CA 94041
(877) 720-7377
FAX: (650) 428-4601

Orange Regional Office

500 North State College Blvd., Suite 750
Orange, CA 92868
(877) 720-7377
FAX: (714) 939-4701

Sacramento Regional Office

2750 Gateway Oaks, Room 140
Sacramento, CA 95833
(877) 720-7377
FAX: (916) 231-7878

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San Bernardino Regional Office

650 East Hospitality Lane, Suite 330

San Bernardino, CA 92408

(877) 720-7377

FAX: (909) 806-4820

San Diego Regional Office

7676 Hazard Center Drive, Suite 350

San Diego, CA 92108

(877) 720-7377

FAX: (619) 220-7201

San Francisco Regional Office

301 Howard Street, Suite 2020

San Francisco, CA 94105

(877) 720-7377

FAX: (415) 369-8501

Call/write/visit for:

- Assistance in completing forms
- Financial planning and retirement workshops and seminars
- Military service credit purchase estimates
- Retirement estimate requests
- Retirement counseling and planning assistance
- Service credit redeposit estimates



Employer Assistance

CalPERS Actuarial & Employer Services Division

P.O. Box 942709

Sacramento, CA 94229-2709

(916) 326-3420 (8:00 a.m. to 5:00 p.m.)

FAX: (916) 326-3005

Call/write for:

- Actuarial valuations
- Contribution adjustments
- Employer training sessions
- Membership review
- Payroll reporting information
- Pension compensation review
- Public agency contracting information

CalPERS Career Opportunities

CalPERS Human Resources Division

P.O. Box 942718

Sacramento, CA 94229-2718

(916) 326-3065 (8:00 a.m. to 5:00 p.m.)

Sign Language Interpreting: (916) 326-3459

Text Telephone (TTY): (916) 558-4120

FAX: (916) 558-4001

Call/write for:

- Examinations
- Recruitment

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Government Relations

CalPERS Office of Governmental Affairs

P.O. Box 942720

Sacramento, CA 94229-2720

(916) 326-3689 (8:00 a.m. to 5:00 p.m.)

FAX: (916) 326-3270

Call/write for:

- Legislative liaison
- State and federal governmental affairs

Public Affairs

CalPERS Office of Public Affairs

P.O. Box 1802

Sacramento, CA 94229-1802

(916) 326-3991 (8:00 a.m. to 5:00 p.m.)

FAX: (916) 326-3507

Call/write for:

- CalPERS On-Line web site
- Media relations
- Event planning
- Visitor tours
- Publications – For individual publications, call the number above. For large orders, call (916) 658-1493 or e-mail Public_Agency_Requests@calpers.ca.gov. You may also write CalPERS Public Agency Request Unit, P.O. Box 942715, Sacramento, CA 94229-2715.



California Public Employees'

Retirement System

400 P Street

Sacramento • CA 95814

www.calpers.ca.gov

Produced by the Office of Public Affairs

PERS-PUB-19

July 2000